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PTO/SB/21 (08-00)  
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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/081,560
	Filing Date	02/20/2002
	First Named Inventor	Michael Ely
	Group Art Unit	2161
	Examiner Name	N/A
Total Number of Pages in This Submission	Attorney Docket Number	ASPTP001

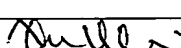
ENCLOSURES (check all that apply)		
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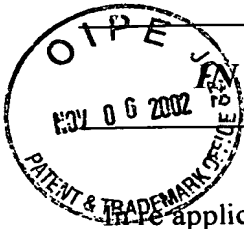
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GROUP 3600

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual name	IP CREATORS	
Signature		Charles C. Cary Reg. #: 36,764
Date	October 30, 2002	

CERTIFICATE OF MAILING		
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THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

Title application of: Michael Ely et al.

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: Feb. 20, 2002

Group: 2161

Title: METHOD AND APPARATUS FOR A BUSINESS  
CONTACT CENTER

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Susan W. Xu

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 CFR §§1.56 AND 1.97(c)**

Assistant Commissioner for Patents  
Washington, DC 20231

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**GROUP 3600**

Dear Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

- \_\_\_ (1) It is being filed within 3 months of the application filing date  
-- OR --  
\_\_\_ (2) It is being filed within 3 months of entry of a national stage  
-- OR --  
X (3) It is being filed before the mail date of the first Office Action on the merits.

\_\_\_ 37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

\_\_\_ a certification as specified in §1.97(e) is provided below; or

\_\_\_ a fee of \$180.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

\_\_\_ 37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and

C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

\_\_\_ 37 C.F.R. §1.97(e). A statement under this section must state either:

- (1) That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

X *Fee Authorization.* The Commissioner is hereby authorized to charge any underpayment of any additional fees or credit any overpayment associated with this communication to Deposit Account No. 50-1338 (Order No. ASPTP001). A duplicate copy of this authorization is enclosed.

Respectfully submitted,  
IP CREATORS



Charles C. Cary  
Reg. No. 36,764

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Cupertino, CA 95015  
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<b>Form 1449 (Modified)</b> <b>Information Disclosure</b> <b>Statement By Applicant</b>  (Use Several Sheets if Necessary)	Atty Docket No. ASPTP001 Application No.: 10/081,560 Applicant: ELY et al. Filing Date 02/20/ 2002 Group 2161
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#### U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A	6,046,762	04/04/00	Sonesh et al.			
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
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#### Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
	A							
	B							
	C							
	D							
	E							

#### Other Documents

Examiner Initial	No.	
	A	
	B	
	C	
	D	
	E	
Examiner		Date Considered

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.